



DPS

Defense Personal Property System

Joint Program Management Office
Household Goods Systems

“Smart Book”

DPS SOP



Foreword

This Defense Personal Property System (DPS) Smart Book is for use by Department of Defense (DOD) Transportation Offices, United States Coast Guard Transportation Offices, and Transportation Service Providers (TSP). It is specifically targeted to assist Personal Property Processing and Personal Property Shipping Offices (PPPO/PPSO) and TSPs in operating successfully in DPS.

This Smart Book is effective from 10 May, 2009 through 10 June 2009 unless superseded.



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DPS Standard Operating Procedures (SOP)



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DPS Standard Operating Procedures (SOP)

1. PURPOSE

The purpose of this Standard Operating Procedure (SOP) is to define the roles and responsibilities of users and systems in the Department of Defense (DOD) personal property management program. This document will outline the deployment of the Defense Personal Property System (DPS) capabilities.

2. SCOPE

The scope of this SOP provides guidance for the use of DPS through the implementation lifecycle and is effective upon the deployment of DPS. This SOP is a living document which will be updated as necessary to include improved functionality as it is implemented.

3. BACKGROUND

The purpose of DPS is to provide a single, centralized, web-based system for the management of personal property shipments for the DOD and the Military Surface Deployment and Distribution Command (SDDC). DPS is responsible for all aspects of shipment management, including: qualification of Transportation Service Providers (TSPs), submission of TSP rates, DOD Customer/Alternate counseling, shipment pickup, shipment delivery and invoice management. DPS streamlines the processing and quality of booking, reporting, and costing of DOD Personal Property shipments. The system interfaces with other government systems, transportation provider systems, and US Bank's PowerTrack system.

4. RESPONSIBILITIES

4.1. Military Services Personal Property Offices

4.1.1. Personal Property Shipping Office (PPSO)

4.1.1.1. Personal Property Consignment Instruction Guide (PPCIG)

- The PPSO will review data in the PPCIG module of DPS for accuracy
- The PPSO will provide data to the SDDC-PP PPCIG Manager per instructions provided to service headquarters.



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- New SIT facility info should be worked with the appropriate RSMO for the Continental United States (CONUS) or reported by the PPSO to the DPS Help Desk for Outside the Continental United States (OCONUS).

4.1.2. Counseling Office

Counseling Offices shall conduct counseling IAW services' Head Quarters guidance.

4.2. Military Surface Deployment and Distribution Command (SDDC)

4.2.1. Qualifications Manager

The SDDC Qualifications Management team will monitor qualification data for TSP eligibility in the Personal Property Program via the Qualifications module in DPS.

4.2.2. Rate Manager

Rate Management is conducted via DPS for execution of the mission of personal property movement.

4.2.3. PPCIG Manager

- SDDC PPCIG Manager will review data in the PPCIG module of DPS for accuracy.
- The SDDC PPCIG Manager will assist in the update of Storage In-Transit (SIT) warehouse data by passing required data update to the DPS System Administration team.

4.3. Transportation Service Providers (TSP)

TSPs may be selected for shipments via TOPS until the transition to DPS is complete.

4.4. Department of Defense (DOD) and US Coast Guard Customers

4.4.1. Self-Counseling

- DOD and US Coast Guard Customers shall be directed through www.move.mil to register for DPS using the ETA system. DOD Customers



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must follow the steps noted on the web site to register via ETA for DPS. For DOD Customers who have previously registered for DPS via ETA, their account has been migrated.

- DOD Customers will access DPS the first time utilizing their Controlled Access Card (CAC). This will be used to generate their logon credentials and those of their alternates (sponsored users).

4.4.2. Customer Satisfaction Survey (CSS)

- DOD and US Coast Guard Customers will provide CSS input for all shipments.
- The Customer will utilize the CSS module of DPS to provide input for shipments that moved via DPS application.
- The Customer will utilize current procedures to provide input for shipments that are moved via the TOPS applications.

4.4.3. Claims

- DOD and US Coast Guard Customers will submit claims for loss and/or damages incurred from shipments utilizing the Claims module of DPS for those shipments moved via DPS.
- Customers will submit claims for damages incurred from shipments that are moved via the TOPS applications with the Military Claims Office. Under FRV, the member is still encouraged to file directly with the TSP.

5. REFERENCES

5.1. DPS User Guides

DPS User Guides will be available from the DPS application along with the online training capability: Learning Management System (LMS). Additionally, DPS Quick Notes for software modules are available on the SDDC website: [http://www.sddc.army.mil/Public/Personal%20Property/Defense%20Personal%20Property%20Program/Defense%20Personal%20Property%20System%20\(DPS\)/DPS%20Quick%20Notes?summary=fullcontent](http://www.sddc.army.mil/Public/Personal%20Property/Defense%20Personal%20Property%20Program/Defense%20Personal%20Property%20System%20(DPS)/DPS%20Quick%20Notes?summary=fullcontent)

DPS is coded to the Defense Transportation Regulation available on the USTRANSCOM website: <http://www.transcom.mil>

5.2. TOPS User Guides: Available through DPS in the Training Module.